ServiceNow
Change Management

Benefits

- **Reduce Risk and Cost of Change**
  Minimize change-related incidents and problems, the associated costs, and other adverse effects on the business.

- **Provide Better Stakeholder Visibility**
  Offer increased visibility into future changes, their potential impact, and the overall change schedule.

- **Deliver Change Management Efficiency**
  Reduce duplication of effort with right-click-integration to other ServiceNow applications. Create, monitor, approve, and execute changes anywhere, anytime, on any device.

The IT Challenge

IT executives need to manage change and the risks that come with it. That change may be reactive, resolving errors and adapting to changing business circumstances ... or it may be proactive, providing new services and functions to increase performance, and reducing costs or increasing efficiency. Either way, uncontrolled or poorly managed change leads to major incidents and problems, and results in adverse effects on business operations. It can also be a significant stumbling block in corporate governance and compliance initiatives.

Without fit-for-purpose change management tools and techniques, organizations are exposed to the negative consequences of unnecessary IT and business risks. These include service and business-affecting disruptions, and the associated financial consequences, change conflicts and delays to change deployment. There are also the dangers of unauthorized changes and the potential for failed internal and external audits. And ineffective communication and collaboration results in a lack of awareness of, and support for, changes across affected lines of business.

The ServiceNow Solution

ServiceNow® Change Management enables organizations to manage and deliver change more effectively. It delivers an essential part of a well-managed and governed IT environment; and, with effective ITIL–based change management, can speed up the change process, reduce service outages, and minimize the potential for adverse impact to business operations. Inbuilt collision detection and change calendars help users to schedule changes at the right time. Quantitative risk assessments provide accurate calculation of risk – and feed into a powerful workflow engine, which automates and streamlines the approval process. Built-in reporting capabilities allow for measurement and continuous improvement of service quality.

Right-click integration with other ServiceNow applications like ServiceNow Problem Management and ServiceNow Software Development Lifecycle (SDLC) ensures that activities and data flow smoothly between applications. Seamless access to the ServiceNow configuration management database (CMDB) means that stakeholders are fully aware of what is being changed and when. And, thanks to ServiceNow's native mobile interface, changes can be created, monitored, approved and executed anywhere, anytime, on any device. ServiceNow Change Management will transform the way change is managed, protect IT and business operations from the adverse effects of unplanned or uncontrolled change, and help organizations meet governance and regulatory requirements.

Executive-level timeline visualizations depict the current change schedule
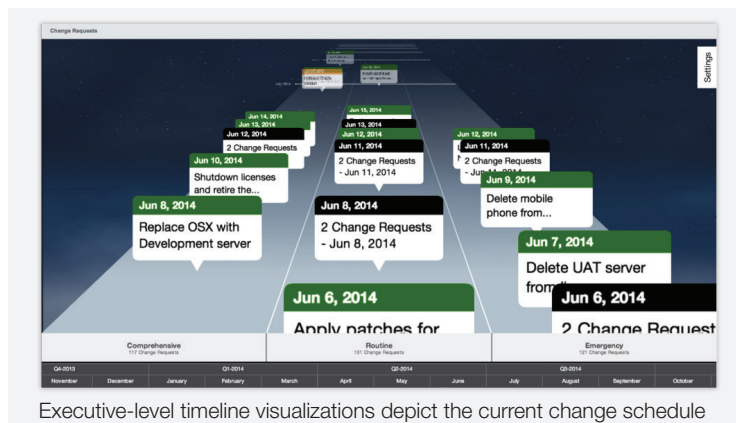
Easy and Effective Risk Assessment

Determine the risk associated with change through a combination of data-driven assessments and user questionnaires. In the data-driven model, change risk is determined using CMDB data, extending all the way to the top-level business service supported by the configuration items (CIs). In the questionnaire-driven model, change risk is calculated based on a series of quantitative questions. The results are combined to determine the overall change risk – allowing IT and business executives to make better, more informed decisions.

Reduce Risk with Collision Detection

ServiceNow Change Management provides the ability to detect and assess whether planned changes conflict with other changes or blackout periods, and if the proposed change timing meets with pre-defined maintenance windows. Collision detection can be run in either a simple mode, where it just looks for conflicts affecting the CI in question, or in advanced mode, where the application automatically identifies conflicts on related CIs. Change managers and change advisory boards (CABs) can then quickly understand where conflicts exist and reschedule accordingly.

Better Manage Concurrent Changes

Communicate and understand changes better using a fully interactive timeline and a traditional calendar interface. Viewing changes through a calendar view provides both business and IT stakeholders with an easily-understood perspective on when changes are planned, and how these changes may conflict either with each other or blackout or maintenance schedules. The timeline has been specifically designed to allow for enterprise scalability where many concurrent changes will occur across the environment.

Visualize Change Impact

Get a better understanding of the impact of a change through the business service map. The map uses CMDB data to illustrate the upstream and downstream relevance of the CIs that may be affected by a change. This provides the change manager, CAB, or other affected parties with a clear visual understanding of the potential impact of a proposed change on IT and business services, and other CIs.

Speed-up Change Decisions with Social IT

Working quickly and effectively across functional silos can be problematic. Social capabilities can help. Inbuilt chat capabilities can be used to improve collaboration throughout the change process and even to host a virtual CAB meeting. The entire chat session can then be captured and saved as part of the change record. ServiceNow Live Feed provides the ability to publish information about upcoming, or completed, changes to an internal subscriber-base of interested parties. Now, even individuals who are not part of a formal change process, can access information about changes – further aiding collaboration and awareness across the enterprise.
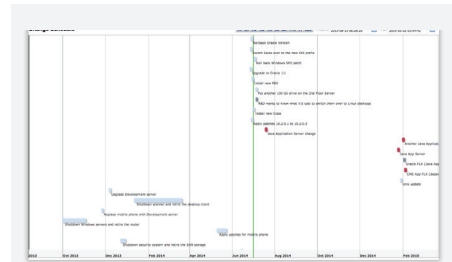
A more traditional view of the change schedule
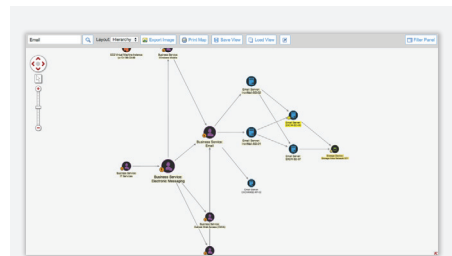
The Business Service Map shows how proposed changes impact related CIs

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